Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - First Contact Resolution	
Customer Company	**Low**	**FCR Total**
Environmental Quality	110 53	110 53
Customer Company Total	110 53	110 53

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Environmental Quality	110 6	110 6
Customer Company Total	110 6	110 6

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents	
	Bottom Number -Average time in hours	
Customer Company	**Low**	**ATTIR Total**
Environmental Quality	110 0.18	110 0.18
Customer Company Total	110 0.18	110 0.18

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Environmental Quality	110 19	110 19
Customer Company Total	110 19	110 19

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Environmental Quality	110 2.91	110 2.91
Customer Company Total	110 2.91	110 2.91

Environmental Quality

Detail

INC000000285456	Elisa Smith	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.21
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	10.52
INC000000285598	Dan Washington	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.52
INC000000287456	Craig W Jones	Application	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	44.42
INC000000288019	Walter Baker	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR:	0.03
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	11.98
INC000000289252	Marsha Case	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	6.52
INC000000289478	Ilene Staker	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.37
INC000000289766	Rebecca Troutman	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000289836	Paul Harding	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.29
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	5.73
INC000000289863	Steve Packham	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	2.76
INC000000289973	Walter Baker	Mobile Devices	Error	Droid		TIR Missed: Yes	TIR:	1.33
	Help Desk	Sarah Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.40
INC000000290124	Keith E Eagan	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000290147	Courtney Youse	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000290220	David Esser	None	None	None		TIR Missed: No	TIR:	0.11
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	6.20
INC000000290410	Kim Shelley	PC/Laptop	Error	Microsoft Windows XP Professi(	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	8.46
INC000000290467	Rob Powers	Application	Error	PDF Complete		TIR Missed: No	TIR:	0.54
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000290863	Mark Stanger	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	11.03

Environmental Quality

INC000000290961	Rebecca Troutman	Application	Error	None		TIR Missed: Yes	TIR:	1.73
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Resolved	TTR Missed: Yes	TTR:	6.76
INC000000291059	Loren Morton	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	4.49
INC000000291229	Harold Sandbeck	PC/Laptop	None	None		TIR Missed: No	TIR:	0.14
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: Yes	TTR:	8.53
INC000000291445	Ilene Staker	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: Yes	TTR:	6.10
INC000000291457	Jeri Olsen	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.92
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	4.17
INC000000291575	Harold Sandbeck	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	2.71
INC000000291583	Shane Bekkemellom	Telecom	Conference	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: Yes	TTR:	6.36
INC000000291588	Melissa Yazhe	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: Yes	TTR:	6.12
INC000000291616	Loren Morton	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Ron LeBaron	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000291680	Mat Carlile	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.45
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	5.43
INC000000291719	Ilene Staker	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.08
Voice Operations	Annette Nielsen	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.13
INC000000291767	David McCleary	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.08
INC000000292258	Dan Washington	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: Yes	TTR:	7.61
INC000000292311	Rhonda Thiele	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	1.10
INC000000292556	Harry D Campbell	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.07
Voice Operations	Kelly Johnson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.23
INC000000292824	Jeanell Collings	Telecom	None	None		TIR Missed: No	TIR:	0.17
Voice Operations	Annette Nielsen	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.28
INC000000292967	Richard Sanborn	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.00

Environmental Quality

Incident	Name	Type	Category	Product	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000292970	Karen Wehking	PC/Laptop	Hardware	None			No	0.00		
Metro B Desktop Support	Bill Crowther	Environmental Quality			Low	Closed			No	0.00
INC000000292974	Rich Peterson	PC/Laptop	Hardware	None			No	0.00		
Metro B Desktop Support	Bill Crowther	Environmental Quality			Low	Closed			No	0.00
INC000000292976	Harold Sandbeck	Application	Error	ZENworks for Desktops			No	0.00		
Metro B Desktop Support	Bill Crowther	Environmental Quality			Low	Closed			No	0.00
INC000000293054	Mat Carlile	None	None	None			No	0.00		
Metro B Desktop Support	Steve McCann	Environmental Quality			Low	Closed			No	0.00
INC000000293211	William Andes	Application	Error	None			No	0.00		
Metro B Desktop Support	Tom Hanson	Environmental Quality			Low	Closed			No	0.75
INC000000293406	Benjamin Brown	Application	Error	None			No	0.00		
Metro B Desktop Support	Tom Hanson	Environmental Quality			Low	Resolved			Yes	8.69
INC000000293412	Pam Jacob	PC/Laptop	Hardware	None			No	0.00		
Metro B Desktop Support	Steve McCann	Environmental Quality			Low	Closed			Yes	6.12
INC000000293418	Laurie Leib	None	None	None			No	0.00		
Metro B Desktop Support	Jay Locker	Environmental Quality			Low	Closed			Yes	6.11
INC000000293494	Rachael Cassady	Application	Password	Novell Client for 32-bit Windows			No	0.95		
Metro B Help Desk	Val Shepherd	Environmental Quality			Low	Closed			No	0.97
INC000000293849	Joe Thomas	Telecom	Voice Mail	None			No	0.08		
Voice Operations	Kelly Johnson	Environmental Quality			Low	Closed			No	0.27
INC000000293926	Rachael Cassady	Network	Password	None			No	0.00		
Metro B Desktop Support	Bill Crowther	Environmental Quality			Low	Closed			No	0.00
INC000000294303	Candace Cady	Application	None	Adobe Dreamweaver			No	0.00		
Metro B Desktop Support	Steve McCann	Environmental Quality			Low	Closed			Yes	6.35
INC000000294316	Brianna Ariotti	Application	None	Acrobat Reader			Yes	2.94		
Metro B Desktop Support	Tom Hanson	Environmental Quality			Low	Closed			No	3.20
INC000000294368	Michelle Weis	Application	Error	Internet Explorer			No	0.76		
Metro B Desktop Support	Tom Hanson	Environmental Quality			Low	Closed			No	2.87
INC000000294374	Randy Gordon	Network	Incident	None			No	0.23		
Help Desk	Vicky Marrelli	Environmental Quality			Low	Closed			No	0.24
INC000000294678	Michelle Weis	None	None	None			No	0.00		
Metro B Help Desk	Ron LeBaron	Environmental Quality			Low	Closed			No	0.00
INC000000294679	Doug Taylor	Application	Error	None			No	0.00		
Metro B Desktop Support	Tom Hanson	Environmental Quality			Low	Closed			No	0.56

Environmental Quality

INC000000294694	Tina Mercer	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.42
INC000000294796	Sharon Schofield	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	5.34
INC000000294904	Jeanell Collings	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	3.82
INC000000295733	Alex Pashley	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.31
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	3.85
INC000000295759	Kathryn Ostler	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.42
INC000000295999	Matt Sullivan	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.09
INC000000296225	Patti Fauver	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296229	Gwyn Galloway	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000296252	Scott Daly	Application	None	Microsoft Access		TIR Missed: No	TIR:	0.39
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	5.90
INC000000296706	Kari Lundeen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved		TTR Missed: Yes	TTR:	6.34
INC000000296744	Michelle Weis	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Resolved		TTR Missed: Yes	TTR:	17.86
INC000000297451	William Andes	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000297595	Jeff Studenka	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	3.63
INC000000298048	Ying-Ying Macauley	Remote Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298050	Carolyn Fritz	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298056	Harold Sandbeck	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000298064	Donna Spangler	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.18
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.37

Environmental Quality

INC000000298078	Scott Hanks	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.86
INC000000298270	Barbara D Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000298597	Deborah Ng	Application	Error	WordPerfect Office 2002		TIR Missed: Yes	TIR: 2.06
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.41
INC000000298616	Daniel Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298632	Frank Stehno	Application	None	None		TIR Missed: No	TIR: 0.20
	Help Desk	Sarah Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.51
INC000000298706	Lori Knudsen	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298835	Faye Bell	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.32
INC000000299063	Melissa Garza	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.06
	Voice Operations	Annette Nielsen	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000299193	Laurie Leib	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.38
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.60
INC000000299615	Rawn Wallgren	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.89
INC000000299731	Roy Baran	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000299840	Kimber Hall	Application	Error	Adobe Acrobat		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.71
INC000000299989	Carol Blackburn	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.21
INC000000300115	Carlee Christoffersen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.27
INC000000300211	Rob Powers	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.15
INC000000300213	Allan Moore	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.15
INC000000300214	David Wheeler	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.14

Environmental Quality

INC000000300477	Sandy Dixon	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.88
INC000000301127	Scott T Anderson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.57
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.89
INC000000301248	Eva Nieminski	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301601	David Wheeler	Application	Error	WordPerfect Office 2002		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.73
INC000000301729	Sandy Dixon	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.95
INC000000301737	Gwyn Galloway	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000301768	Roman Kuprov	Application	None	Microsoft Access		TIR Missed: No	TIR:	0.37
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.75
INC000000301774	Stacee Adams	Application	None	Proofpoint Email Security		TIR Missed: No	TIR:	0.23
Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000301884	Edward Hickey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302100	Philip Griffin	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.17
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000302321	Bill Damery	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.05
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000302583	Mark Schmitz	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	3.57
INC000000302651	Tom Rushing	Application	Error	None		TIR Missed: Yes	TIR:	1.02
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	4.56
INC000000302693	Jodie Swanson	Application	Reporting	None		TIR Missed: No	TIR:	0.64
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	4.33
INC000000302863	Courtney Youse	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000302974	Diane S Nielson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.57
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	5.40
INC000000303019	Rebecca Troutman	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00

Environmental Quality

INC000000303023	Brent Everett	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303520	Courtney Youse	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	2.50
INC000000303554	Valerie Warr	Application	Reporting	Proofpoint Email Security		TIR Missed: No	TIR:	0.89
Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.08
INC000000304102	John Menatti	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304835	Mary Fugate	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.94
INC000000304910	Michael George Jr	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.41
INC000000304912	Monique Rodriguez	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.41
INC000000305132	Edith VanVleet	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	2.12
INC000000305138	Alexander Scott	Telecom	Call Management	Telephone		TIR Missed: No	TIR:	0.10
Voice Operations	Britany Finlay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.33